



## Department of Employment Dispute Resolution

### **EDR Training Schedule - Richmond January 2004 – June 2004**

#### **UNDERSTANDING AND USING THE GRIEVANCE PROCEDURE**

February 26, 2004                      9:00 am - 12:00 pm

#### **ENHANCING MANAGEMENT'S RESPONSE TO EMPLOYEE GRIEVANCES**

April 28, 2004                      1:30 pm - 4:30 pm

#### **BEST PRACTICES IN EMPLOYEE DISCIPLINE AND DISCHARGE**

May 12, 2004                      9:00 am - 12:00 pm

#### **INTRODUCTION TO CONFLICT RESOLUTION SKILLS**

February 26, 2004                      1:30 pm - 4:30 pm

#### **WORKING THROUGH DIFFICULT CONVERSATIONS ON THE WAY TO RESOLVING WORKPLACE CONFLICTS**

April 28, 2004                      9:00 am - 12:00 pm

#### **WORKPLACE CONFLICT MANAGEMENT – ROLES AND RESPONSE –ABILITIES**

May 12, 2004                      1:30 pm – 4:30 pm

#### **MEDIATION TRAINING:**

<b>BASIC</b>	March 10-12, 2004	8:30am - 5:00 pm
<b>GROUP</b>	May 6 & 7, 2004	8:30 am – 5:00 pm
<b>ADVANCED</b>	June 17 & 18, 2004	8:30 am – 5:00 pm

